



TYPE OF DOCUMENT:	POLICY
TITLE:	EVALUATION AND FEEDBACK
DOCUMENT NUMBER:	POL16
VERSION NUMBER	2.0

POLICY STATEMENT

Perth Boat School is committed to ensuring that stakeholder feedback is collected, analysed and utilized in the provision of professional training and assessment services.

Perth Boat School will ensure that:

- * **it will have written policies and procedures for the evaluation of training and assessment services**
- * **it collects and analyses feedback and satisfaction data from all stakeholders regarding all training and assessment services it provides**
- * **it uses information gathered from stakeholders regarding training and assessment services through its continuous improvement processes to review policies and procedures.**

EVALUATION AND FEEDBACK

1.0 INTRODUCTION

Perth Boat School is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF 2007). As such, Perth Boat School is required to collect and analyse stakeholder feedback and satisfaction data on services it provides. Perth Boat School is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes in place.

The evaluation of training service will:

- ascertain a satisfaction rating and student feedback ;
- Determine effectiveness of the trainer;
- Identify training needs;
- Identify strengths, opportunities, weaknesses and threats of training services.

2.0 POLICY PRINCIPLES :

2.1 Principles

- Evaluation will be conducted on 3 levels:
 - Level One – Participant/Lecturer/Assessor feedback



- Level Two – Learning achievement, assessment
- Level Three – Transfer of learning to the workplace.
- All courses will be evaluated at least to level two.
- Level three evaluation will be conducted periodically with clients.
- All Feedback will be considered and implemented as changes as deemed by Manager of Perth Boat School appropriate.

3.0 SUPPORTING DOCUMENTATION

Perth Boat School documentation which supports the implementation of this Policy includes:

- F16_01 Student evaluation form
- F16_02 Trainer evaluation form
- F16_03 Candidate evaluation form
- F16_04 Assessor evaluation form
- F16_05 Client feedback form
- F16_06 Management evaluation form
- F10_02 Course booking form
- Evaluation and feedback file



4.0 PROCEDURES :

EVALUATION AND FEEDBACK

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Preliminary

Evaluation of the training program is a continuous process involving participants, trainers & assessors, and all other stakeholders.

Step One – Participant Feedback

- 1 A course evaluation form will be provided by the trainer at the completion of the course to obtain feedback on participant satisfaction with course content/venue/time allocation /trainer. (Level 1)
- 2 An assessment evaluation form will be provided to each participant who undertakes an assessment with a request that the form be completed and returned. (Level 1)
- 3 The relevant trainer or assessor will collect the relevant evaluation forms and give them to the Manager of Perth Boat School.
- 4 The Manager of Perth Boat School will collate/summarize feedback, reviewing feedback for trends, patterns, relevance and validity.
- 5 The Manager of Perth Boat School will note summarised feedback on Course report and note recommendations for change.
- 6 The Manager of Perth Boat School will complete an “CI Request Form F09_01”.
- 7 Feeds into Continuous Improvement process.
- 8 All feedback forms are kept on the Course booking file.

Step Three – Trainer/Assessor Feedback (Level 1)

- 1 A trainers Course Evaluation form and a trainer self appraisal form will be administered at the completion of each course. These forms will permit trainers to comment on content/venue/time allocation and give a self-appraisal of their delivery.
- 2 Assessor Assessment Evaluation form and Assessor Self Evaluation will be administered at the completion of each course.
- 3 The trainer/assessor will give trainer feedback form and self-evaluation to Manager of Perth Boat School.
- 4 The Manager of Perth Boat School will review feedback, completing information on course report.
- 5 Determinations will be followed up by Manager of Perth Boat School where necessary. (Level 1)
- 6 The Manager of Perth Boat School will complete an “CI Request Form F09_01”.
- 7 Feeds into Continuous Improvement process.
- 8 All feedback forms kept on Course booking file.



Step Four – Assessment Outcomes (Level 2)

- 1 Assessment will be administered by the Manager of Perth Boat School (Level 2)
- 2 Moderation of assessment will also assist in evaluation and continuous improvement of assessment (see Moderation & Validation policy).
- 3 The Manager of Perth Boat School will review results for trends, patterns, noting recommendations for changes.
- 4 The Manager of Perth Boat School will complete an “CI Request F09_01” form.
- 5 Feeds into Continuous Improvement process.

Step Five – Stakeholder Feedback (Level 3)

- 1 Follow up contact with stakeholders will be made by the Manager of Perth Boat School on an ad-hoc basis to ascertain how the learning has transferred to the workplace (level 3). This is through the use of the Management Review Form – F0616_06.
- 2 Client meetings may also be organised by the Manager of Perth Boat School.
- 4 The Manager of Perth Boat School will review feedback for trends, patterns, relevance and validity.
- 5 The Manager of Perth Boat School will note summarised feedback on Course report and note recommendations for change.
- 6 The Manager of Perth Boat School will complete an “Improvement Action Request F0609_01” form.
- 7 Feeds into Continuous Improvement process.